



Job Title	Office Assistant
Department	Various Departments
Employment Status	Full-Time
Exempt/Nonexempt Status	Nonexempt

Scope of Work

This position is responsible for administrative and clerical tasks for a specific department within the Town. Responsibilities include data entry, record management, customer service and payment processing.

Supervision

Received	Various Departments
Exercised	None

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Administers the front desk.
- Receives, screens, and directs phone calls, visitors, and correspondence to appropriate personnel.
- Provides general information and reception service for the department.
- Provides clerical assistance to the department.
- Assists with agenda preparation and other analysis and reports for the department, as needed.
- Provides effective and efficient customer services and promotes and maintains responsive community relations.
- Follows safe work practices.

Town Clerk's Office:

- Processes licenses including dog, fish and game licenses; marriage, birth and death certificates; gasoline licenses; business certificates and UCC filings; collects, records and reconciles fees for permits, licenses and other functions and reconciles on a daily basis; deposits cash and prepares related reports.
- Assists residents with voter registration, absentee ballots, nomination papers and petitions; assists in entering voter registration data into Town and state computer systems.
- Assists in tallying Town voting results at elections and at Town Meeting.
- Posts notices, applications and materials related to the Board of Appeals and the Town's sign bylaw.

Treasurer/Collector:

- Performs cashiering functions including collection and processing of payments for taxes, Town services, etc.
- Records cash receipts and prepares related reports.
- Enters data into computer regarding payments received in mail, including parking tickets, garbage and RTS bills, fire alarm charges.
- Records weekly payroll and monthly pension payments from check register; calculates totals for manual checks and reconciles with payroll.
- Prepares accounts payable checks for distribution.

Police:

- Edits, codes and enters data regarding Department operations, including incidents, arrests, youth offenders, traffic citations and other police activities; generates and distributes related reports from database.
- Responds to requests for police records information in accordance with federal and state regulations.
- Generates and distributes related standard and special internal reports.
- Forwards traffic citations, accident reports and other information to Registry of Motor Vehicles.

DPW:

- Serves as primary department typist and data entry assistant.
- Maintains spreadsheets and databases related to water meter readings, new account information, pump station maintenance, etc.
- Provides backup for utility billing, issuance of street permits and other department office functions.

Board of Health:

- Provides assistance to internal and external customers of the BOH, including explanations of basic programs, policies and procedures.
- Assists in maintenance of account ledger balances.
- Assists in maintenance of records of monies received and permits issued.
- Serves as agent to issue burial permits.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

A high school diploma (or equivalent) is required, including at least 1 year of clerical experience.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of

- Department policies and procedures.
- The use of standard office equipment, including computers and relevant software programs.

:

Ability to	• Multi-task and prioritize work. • Type with speed and accuracy. • Communicate effectively both verbally and in writing. • Perform basic math and accounting functions. • Establish and maintain effective working relationships with supervisors, coworkers, and the general public.
Skill in	• Oral and written communications. • Troubleshooting and problem solving. • Customer service.

Necessary Special Requirements

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer